



QUALITY SERVICE REVIEWS (QSRS)

SEPTEMBER 30, 2015

INTRODUCTION TO THE DELMARVA TEAM

Bob Foley

- ✕ Interim President, Senior VP of Disability Related Programs

Charmaine Pillay

- ✕ Program Director

Timothy Coons

- ✕ Program Manager

Anna Quintyne

- ✕ Team Lead

INTRODUCTION TO THE DELMARVA TEAM

✘ Quality Assurance Reviewers (QARs)

- Kristen Joshnick
- Melissa Mothersil
- Janette Doucette
- Margaret Yaroch

✘ Analytic Team

- Sue Kelly – Senior Scientist
- Yani Su - Health Analyst

✘ The Partnership for People with Disabilities

PURPOSE OF THE QUALITY SERVICE REVIEW (QSR) CONTRACT

- ✘ To evaluate the quality of services at an individual, provider and system-wide level, and the extent to which services are provided in the most integrated setting according to individuals needs and choice.
- ✘ To evaluate whether individuals needs are identified through person centered planning and thinking.
- ✘ To evaluate whether individuals have opportunities for integration in all aspects of their lives

THE QSR PROCESS

- + Person Centered Reviews (PCRs)- assess support delivery systems from the perspective of the person receiving services.
- ✕ Provider Quality Reviews (PQRs)- evaluate the extent to which providers use person centered planning and thinking, provide services in the most integrated settings, and promote opportunities for community integration

PERSON CENTERED REVIEWS (PCRS)

✖ Sampling process

- + Statistically valid
- + Random selection
- + Representative of the broader settlement population
- + Reviews are assigned to QARs

PERSON CENTERED REVIEWS (PCRS)

- ✖ **Scheduling Individual and Family Interviews**
 - + QAR contacts Support Coordinator (SC) to determine person's willingness.
- ✖ **If the person is agrees:**
 - + QAR schedules individual and family interviews
 - + Person's preference for location, time and date are honored.
 - + Consent to participate is sent to the individual and/or guardian/family

PERSON CENTERED REVIEWS (PCRS)

- ✘ **Scheduling SC and Provider interviews and record reviews**
 - + QAR schedules SC interview and record review
 - + QAR schedules Provider interview and record review
- ✘ **Scheduling Observations**
 - + QAR schedules observation at paid residential and day sites

PERSON CENTERED REVIEWS

Components of a PCR:

- ✗ Individual Interview Tool
- ✗ Family/Guardian Interview Tool
- ✗ Support Coordinator Interview Tool
- ✗ Support Coordinator Record Review Tool
- ✗ Provider Interview Tool
- ✗ Provider Record Review Tool
- ✗ Observation Review Checklist
- ✗ ISP QA Checklist

PERSON CENTERED REVIEWS

Individual Interview Tool

- ✘ Captures information from the perspective of the person
- ✘ Determines whether services are effectively implemented in accordance with the persons unique needs, expressed preferences & decisions concerning his/her life
- ✘ Gathers information specific to the individual's desired outcomes and satisfaction with services

PERSON CENTERED REVIEWS

Family/Guardian Interview

- ✖ Captures information from the perspective of a family member and/or guardian
- ✖ Gathers family member/guardian opinion as to whether services are effectively implemented in accordance with the persons unique needs, expressed preferences & decisions concerning his/her life
- ✖ Gathers information specific to the family member/guardian's desired outcomes and satisfaction with services

PERSON CENTERED REVIEWS

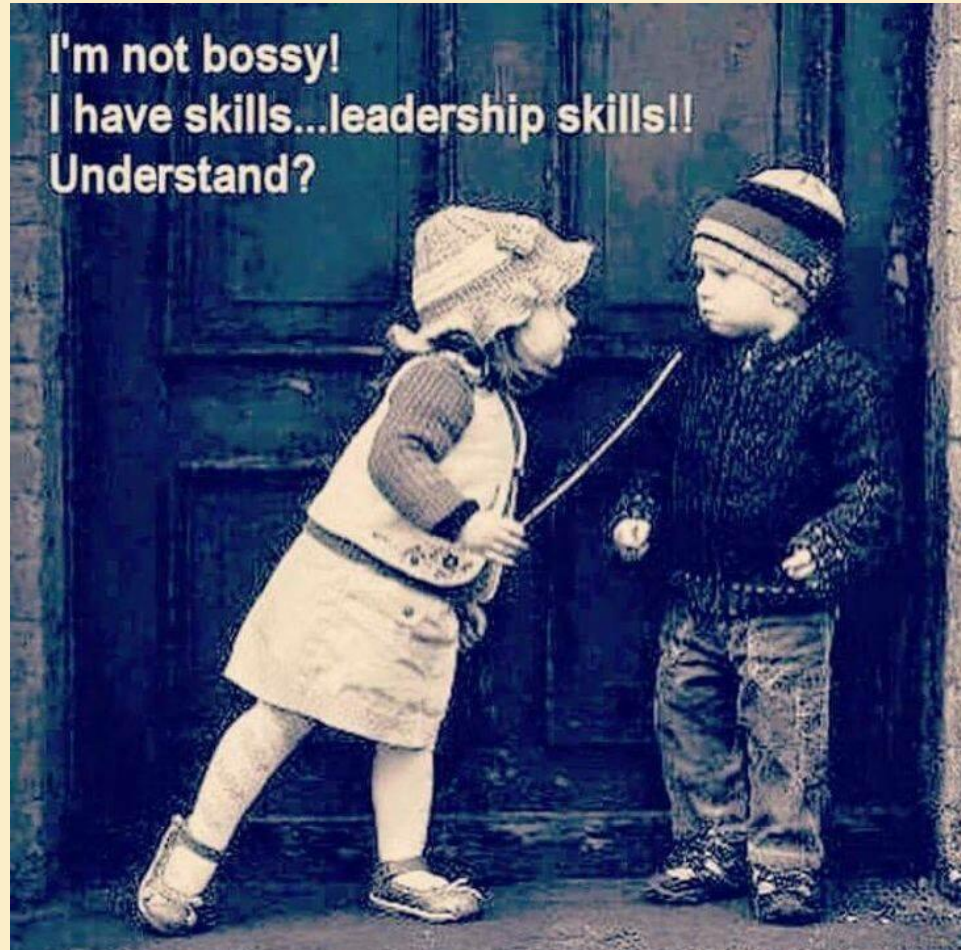
8 DOMAINS:

- ✗ Choice and Self Determination
- ✗ Physical, Mental and Behavioral Health and Well Being
- ✗ Safety and Freedom from Harm
- ✗ Avoiding Crises
- ✗ Stability
- ✗ Community Inclusion
- ✗ Access to Services
- ✗ Provider Capacity

PERSON CENTERED REVIEWS

- ✖ **Domain #1 - Choice and Self Determination**
 - Informed choice and self determination
 - Service plans developed through Person Centered Planning
 - Individualized goals and outcomes
 - Choice of services and providers
 - Self direction of services

IS THIS THE WAY TO SELF-DETERMINATION?



PERSON CENTERED REVIEWS

✖ Domain #2 - Physical Mental and Behavioral Health and Well Being

- Health status and needs
- Choice and satisfaction
- Support and education
- Specialized needs (e.g. medical equipment specialists)
- Medications

PERSON CENTERED REVIEWS

- ✖ **Domain #3 - Safety and Freedom from Harm**
 - Safety awareness and education
 - Safety in all settings
 - Abuse, Neglect and Exploitation
 - Seclusion and Restraint

PERSON CENTERED REVIEWS

✖ Domain #4 - Avoiding Crises

- Crisis prevention
- Hospital and Emergency Room visits
- Falls, Incidents and Injuries
- Training Center or “other” setting admissions
- Criminal Justice System involvement
- Use of crisis services

PERSON CENTERED REVIEWS

✖ Domain #5 - Stability

- Maintenance of chosen living arrangement
- Maintenance of chosen work/day program
- Support Coordinator changes
- Provider changes
- Staff changes

PERSON CENTERED REVIEWS

✖ Domain #6 – Community Inclusion

Options and preferences as it relates to:

- Integrated housing, work and community
- Community activities and memberships
- Social Roles
- Circles of support
- Relationships and friendships

PERSON CENTERED REVIEWS

✕ Domain #7 – Access to Services

Availability of:

- Services
- Providers
- Transportation
- Medical providers
- Service and equipment needs
- Cultural and language preferences

PERSON CENTERED REVIEWS

✘ Domain #8– Provider Capacity

- Provider competency
- Support Coordinator/Case Manager competency
- Staff turnover
- Support Coordinator turnover

PROVIDER QUALITY REVIEW (PQR) PROCESS

Provider Quality Reviews (PQRs) - evaluate the extent to which providers :

- ✘ Use person centered planning and thinking
- ✘ Provide services in the most integrated settings
- ✘ Promote opportunities for community integration

PQRs consist of:

- ✘ Pre-onsite
- ✘ Onsite
- ✘ Post onsite

PROVIDER QUALITY REVIEW (PQR) TOOLS

- ✖ Administrative Review Policies and Procedures
- ✖ Administrative Review Qualifications and Training
- ✖ Individual Interview
- ✖ Provider Interview
- ✖ Provider Record Review
- ✖ Observation Checklist

PROVIDER QUALITY REVIEW (PQR)

Pre-onsite:

✕ Scheduling:

- + Identify key / contact person
- + Verify services and identify people served
- + Request a list of provider staff, hire dates and roles
- + Alert the provider of documentation and records needed.
- + Identify residential and day program sites
- + Send confirmation letter

PROVIDER QUALITY REVIEW (PQR)

Pre-onsite:

- ✕ Collect Precursor information
- ✕ Provider may submit information in advance of the review (Right Fax or secure portal), such as:
 - + Critical incidents, injuries and mortality data
 - + Individual Service Plans
 - + Policies and procedures
 - + Self assessments and Quality Improvement Plans

PROVIDER QUALITY REVIEW (PQR)

Pre-onsite:

- ✖ Select sample of additional individual interviews
 - + Request provider assistance in scheduling these interviews
- ✖ Select Sample of Service Specific Record Reviews
 - + Provider will be notified of selected records during the opening conference.

PROVIDER QUALITY REVIEW (PQR)

On-site activities:

✕ Opening conference (cont'd)

+ Agenda Items

- ✕ Introductions
- ✕ PQR Objectives
- ✕ Review Activities
- ✕ Schedule of Review Activities
- ✕ Strengths and Challenges identified in the Precursor Questionnaire
- ✕ Question and Answer about the PQR process
- ✕ Share names of staff selected for administrative qualifications and training review
- ✕ Share names of names of people selected for record reviews

PROVIDER QUALITY REVIEW (PQR)

On-site activities:

- ✗ Opening conference

- + Facilitate discussions about:

- ✗ Organization's mission
 - ✗ Advocacy Efforts
 - ✗ Individual and Family Involvement in Operations
 - ✗ Program Priorities
 - ✗ Internal Evaluation Results
 - ✗ Future Plans
 - ✗ Operating Procedures
 - ✗ Community Involvement
 - ✗ Subcontractor Oversight

PROVIDER QUALITY REVIEW (PQR)

On-site activities

- ✗ Administrative Review Policies and Procedures
 - + Interactive review with administrative staff to cover:
 - ✗ Policies and procedures
 - ✗ Compliance with DBHDS policies
 - ✗ Monitoring of subcontractors
 - ✗ Incident, injury and mortality data review
 - ✗ Self assessment and findings
 - ✗ Grievances
 - ✗ Satisfaction surveys
 - ✗ Plans of correction/ quality improvement plans

PROVIDER QUALITY REVIEW (PQR)

On-site activities

- ✕ Administrative Review Qualifications and Training
 - + Review records to determine:
 - ✕ Certification and licensing per state requirements
 - ✕ Required Training
 - ✕ Service specific training

PROVIDER QUALITY REVIEW (PQR)

On-site activities

✘ Service Specific Provider Record Reviews

+ Review 12 months of person's record to:

- ✘ Verify services are delivered
- ✘ Verify continued health and safety for people served
- ✘ Confirm people are working on their goals
- ✘ Verify the provision of preventative health education
- ✘ Demonstrate the person is supported to explore integrated work options.
- ✘ Ensure the person's preferences for work are solicited.
- ✘ Ensure the person is supported to explore integrated living options.

PROVIDER QUALITY REVIEW (PQR)

On-site activities

✕ Observations

- + Observe residential and day program settings to determine whether:
 - ✕ Individuals are included in decisions
 - ✕ Staff offer a variety of options and choices to the person
 - ✕ Staff listens to and respects the person's preferences
 - ✕ Goals are actively addressed
 - ✕ There are obvious environmental safety concerns
 - ✕ People show signs of illness or injury
 - ✕ Meaningful and age appropriate options are offered to people.

PROVIDER QUALITY REVIEW (PQR)

On-site activities

- ✕ Closing conference
 - + Interactive in nature
 - + Identifies organizational strengths
 - + Recommendations for improvement
 - + Quality improvement planning/ practices

PROVIDER QUALITY REVIEW (PQR)

On-site activities

✕ Preliminary findings

- + A worksheet listing results of administrative, record, and observation reviews
- + Provides opportunity for provider to begin improvements without waiting for PQR report

PROVIDER QUALITY REVIEW (PQR)

Post Onsite

Scoring

- ✗ Met
- ✗ Not Met
- ✗ Not Applicable

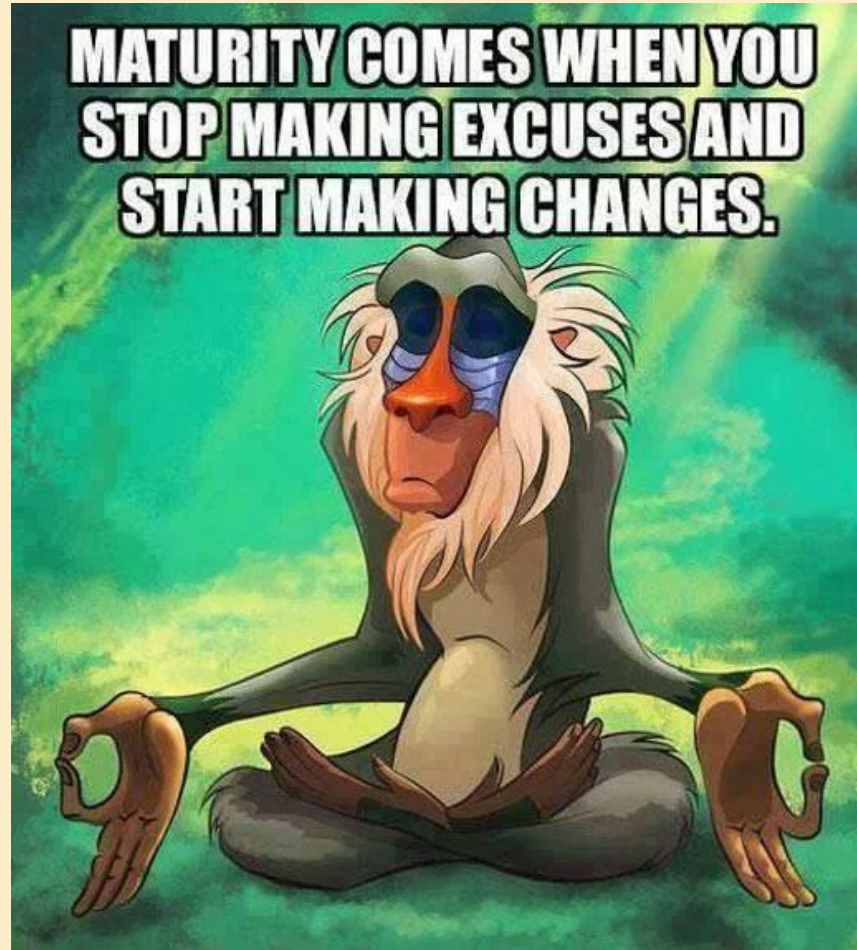
PQR reports

- + Overall score for each provider reflecting results of provider record reviews, administrative record reviews, and observations
- ✗ Findings from tools`
- ✗ Recommendations
- ✗ Available to provider and DBHDS

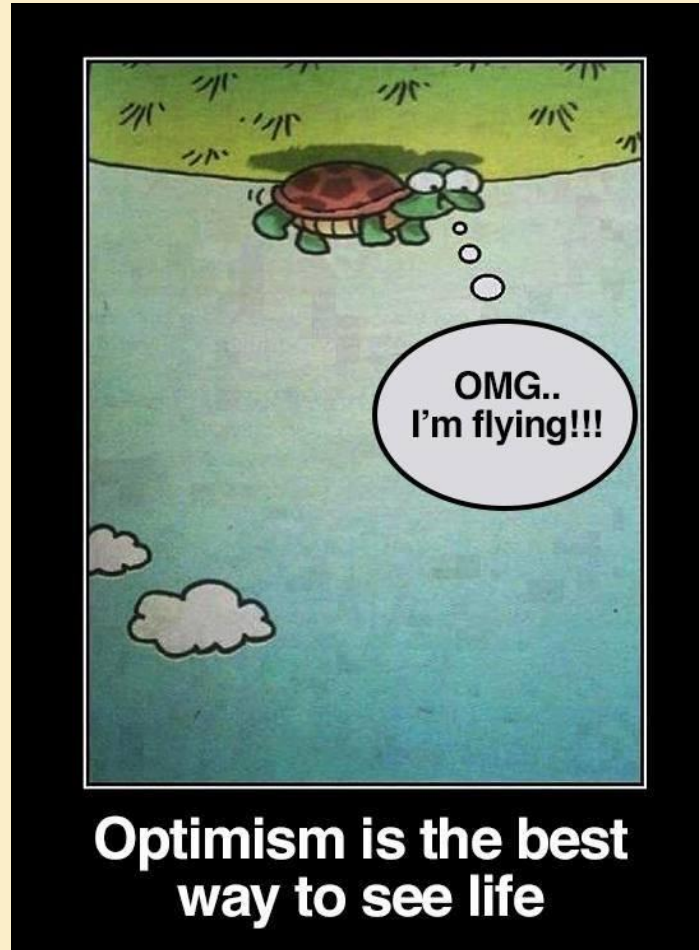
DATA DRIVEN IMPROVEMENT INITIATIVES

- ✖ Changed statewide policy to improve efficiency of the ISP Addendum process
- ✖ Piloted a project to ensure all goals in ISP are person centered (increased from 6% to 25%)
- ✖ Created a video for parents and self advocates, with individuals telling what person centered practices mean to them
- ✖ Quality Council Support Coordinator training

QUALITY SERVICE REVIEWS (QSRS)



WE ARE IN THIS TOGETHER!



VIRGINIA QUALITY MANAGEMENT SYSTEM

Questions???

Thank you!!!!